

INFORMATION DISCLOSURE CITATION

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Applicant Terrance C. SLATTERY et al.	
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U.S. PATENT DOCUMENTS						
Examiner Initial*	Document Number	Issue Date	Name	Class	Sub Class	Filing Date If Appropriate
CH	5,727,950	03/17/98	Cook et al.	434	350	

FOREIGN PATENT DOCUMENTS						
	Document Number	Publication Date	Country	Class	Sub Class	Translation Yes or No
CH	WO 99/33041	07/01/99	WIPO			

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)	
CH	Lefkowitz et al., "A Knowledge-Based Intelligent Tutoring System for Telephony Operations Support Systems" Proceedings of the International Conference on Communications (ICC), IEEE, May 23, 1993, pages 1880-1884.

Examiner <i>Chanda Harris</i>	Date Considered <i>8/2/01</i>
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